

NEWSLETTER

NAS Inter-Global Networks Limited - Ghana Office - Hse # 141/21 Saflo Link, Abelenkpe Accra, www.nasglobal.com

Dear valued customer,

In keeping with our promise to keep you informed of our restructuring policies we bring you our second newsletter. We hope you enjoyed our first one, we will appreciate feed back from you. Please feel free to visit our website and drop your comments, suggestions, advice or anything that you would like us to know.

The fixed Internet Service (FIS) industry has changed dramatically in the past several years and continues to be a critical component in telecommunications networks around the world. NAS Inter-Global Networks LTD is committed to bringing your corporate offices high quality, reliable solutions that will support time sensitive operations like video conferencing systems.

NAS continuously evaluates changes in our industry and makes adjustments to ensure we keep pace with the evolving marketplace. Accordingly, we are pleased to announce the migration to a better upstream provider that will put us on a separate clear channel circuit all the way to the Internet backbone in London. We will take you, our valued customers directly to the Tier 1 Internet backbone. We will configure in line with our upstream Tier 1 provider to provide redundancy on circuits and the ability to provide efficient overseas VPNs and Video conferencing.

Another thing that we are doing to better serve you, our customers, is that all staff members are undergoing internal training on several topics. We have just completed a two-week program on TEAM WORK/TEAM BUILDING that was facilitated by a very competent trainer (Ms Salima Atchulo). Although all staff members went through the training successfully, three members of staff were awarded certificates and cash for their top performances.

Our new KASAPA number **028 7322 497** is available for your convenience, to better reach our customer care center should the need arise.

We would like you to join us in bidding farewell to two of our team members who have moved from our team. We bid them farewell.

"Nothing makes the earth seem so spacious as to have friends at a distance; they make the latitudes and longitudes." - Henry David Thoreau.

Mr. Samuel Asare Adu and Mr. Kofi Frimpong we wish for you what you wish for yourselves.



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Pictures from our Training sessions



TEAM WORK

TROUBLESHOOTING TIPS

When you are faced with a problem with your Internet, you can try to do the following before calling Nas-Global.

If you are using a Windows Machine CLICK the **Start** menu and CLICK **Run**, in the Run environment Type **cmd** and enter.

After this a black environment appears, at this point type **ipconfig /all** and enter. **You will get information like this:**

IP Address: eg. 192.168.11.5

Subnet Mask: eg. 255.255.255.0

Default Gateway: eg. 192.168.11.1

Dns address: eg. 196.201.160.164

Try to PING one of this ADDRESSES for example in this step.

STEP ONE

ping 192.168.11.5

If you get a response like this:

reply from 192.168.11.5: bytes=32 time=1m TTL255

reply from 192.168.11.5: bytes=32 time=1m TTL255

meaning that you have connection to your PC's Network Interface Card (NIC). But if you get this result:

Hardware error:

Hardware error:

meaning that your PC is not connected, either the Network cable is not in the NIC (network interface card) or is not connected to your Wall jack. This can also mean that you have a faulty NIC.

Try to remove the cable and put it back and Notice whether the green and amber LED (light) is blinking, if it is try the ping process and if you have this respond

reply from 192.168.11.5: bytes=32 time=1m TTL255

reply from 192.168.11.5: bytes=32 time=1m TTL255

And can't go to the Internet then try the second step.

STEP TWO

PING Default Gateway which is in this example:

ping 192.158.11.1

if you get this result:

reply from 192.168.11.5: bytes=32 time=1m TTL255

reply from 192.168.11.5: bytes=32 time=1m TTL255

meaning that you are connected to your Local Network.

But if you get result like this:

Destination Host Unreachable or Replied timeout

Destination Host Unreachable or Replied timeout

meaning that there is either a problem with the connection from your switch to Your Server or Router which is serving as your Gateway, or can be that the Default Gateway address that you have on your screen is different from that of the Server or Router. It may also be that the Router or Server is switched off.

If the Ping is successful in step two and you still can't get to the Internet do this:



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STEP THREE

Try to ping yahoo in the example below.
ping yahoo.com and if you get this:

Reply from (216.109.112.135): bytes=32 time=1m
TTL255

Reply from (216.109.112.135): bytes=32 time=1m
TTL255

then you are connected to the Internet. But if you get

Destination Host Unreachable or Replied timeout
Destination Host Unreachable or Replied timeout

Also try to Ping the DNS address:
ping 196.201.160.164 as an example
if you get the respond like this:

reply from196.201.160.164:bytes=32=1m TTL255
reply from196.201.160.164:bytes=32=1m TTL255

If you get this as your result and can't get to the
Internet try to call NAS-GLOBAL HOTLINE @021-
7012800/7012801/7012802 or 0277-000222 /028
7322 497

COMPLAIN ABOUT SLOWNESS

If you face slowness on the Internet Check to see whether
there are a lot of people **downloading** or **uploading**
from the Internet but if this is not the case, try from other
machines to see whether they are also slow then you can
call **NAS-GLOBAL on our hot lines**

- **021-7012800**
- **021-7012801**
- **021-7012802**
- **027-7-000222**
- **028 7322 497**

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